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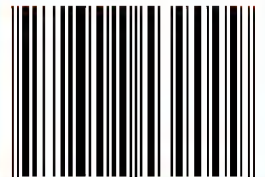
THE RELATION BETWEEN WORK STRESS AND PERSONALITY OF POLICE PERSONNEL

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**THE RELATION BETWEEN WORK STRESS AND PERSONALITY OF
POLICE PERSONNEL**

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Message from the Desk of Editor

It gives me immense pleasure to welcome all to explore/publish/ comment in/on our journal, The International Journal of Indian Psychology (IJIP). There are a lot of challenges which the growing psychological face in the realms of basic necessities in life. Psychological thoughts can play a very distinct role in bringing about this change. One of the key objectives of research should be its usability and application. This journal attempts to document and spark a debate on the research focused on psychological research and ideas in context of emerging geographies. The sectors could range from psychological education and improvement, mental health, environmental issues and solution, health care and medicine and psychological related areas. The key focus would however be the emerging sectors and research which discusses application and usability in social or health context.

We intended to publish case reports, review articles, with main focus on original research articles. Over objective is to reach all the psychological practitioners, who have knowledge and interest but have no time to record the interesting cases, research activities and new innovative procedures which helps us in updating our knowledge and improving our treatment.

Finally, I would like to thank RED'SHINE International Publications, for this keepsake, and my editorial team, technical team, designing team, promoting team, indexing team, authors and well wishers, who are promoting this journal. With these words, I conclude and promise that the standards policies will be maintained. We hope that the research featured here sets up many new milestones. I look forward to make this endeavour very meaningful.

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CHAPTER 1

INTRODUCTION

Police work is no doubt a highly stressful occupation. Not only are police personnel frequently exposed to the most violent, antisocial, and mistrustful elements of society, they are also expected to exercise discretion under critical circumstances. In spite of the abundance of literature on the general relationship between police work and job-related stress, empirical evidence pertaining to the study of relationship between stress, work-life balance, coping strategies and job satisfaction and how stress, work-life balance, coping strategies predict job satisfaction is still in dearth.

Everyone in today's life experiences a fair share of *stress*, irrespective of personal characteristics, environment and social conditions. The Concept of Stress was first introduced in the sciences by Hans Selye (1956). The term Stress is applied to the total transaction of stressor. One may speak of system being 'Under Stress' or a Particular situation being stressful (Selye, 1978). He defined stress as the non-specific response of the body to any demand. The presence of stress among policemen is felt but not recognized as the major issue. Social change, economic conditions, the total criminal justice system and the demands made on policeman's time by their families, all contributes towards the stress.

Job stress is one of the most common afflictions among police personnel; perhaps one of the most stress prone occupations is that of police profession, as police not only acts as a law enforcing agency but also as an instrument of social service, an agent of social change and the protector of the rights and dealing with criminals, VIP's security duties, outdated laws and collapse of other agencies of criminal justice system. So great can be the stakes as the entire life of police officers is full of tension and stresses.

Occupation has got a central role in one's life and existence. Since the major portion of an adult's time is spent for work, the social and psychological factors on the job, in addition to the physical factors have important influences on their physical and mental health. While in the past, the concept of work environment was concerned mainly with physical aspects, now it has come to comprise in the total environment of the employee, and empirical findings at large point to the significance of the psychosocial environment of work upon the health and well-being of the employees (WHO, 2010). International organizations like WHO and APA have acknowledged the importance of psychosocial environment of work. Occupational stress research during the last 3 or 4 decades has confirmed that various sources of stressors at work are related to a variety of physiological, psychological and behavioural indices of employee strain, and also to negative organizational consequences.

Police personnel

Police personnel are the people who make up the police force. Indian police personnel can be broadly categorized into constables, inspectors, and officers. The constables belong to the lowest strata; they obey commands of inspectors/sub-inspectors and impart assigned duties as part of police work. The inspectors are placed at the intermediate level; they are expected to investigate cases and registered first information report. They are also responsible for the law

and order situation in their area of jurisdiction and the supervision of work at the police station. The officers (e.g., Circle Officers [Cos], Superintendent of Police [SP], Assistant Superintendent of Police [ASP], and Senior Superintendent of Police [SSP]) entertain administrative control over crime and law-and-order situation of the town. They also take care of public complaints and grievances and supervise the work of policemen subordinate to them.

Considering the differences in the work pattern of various police echelons, many suggest of possible differences in their experience of occupational stress. For instance, Vinayak (2001) found upper-rank officers to have higher stress than the lower rank officers.

Many studies have shown that the job of policing is an extremely stressful, one experiences lot of pressure on health and result in high rates of mental illness. Stress related illnesses are of particular concern and are reflected in tragically high suicide rates, divorce, alcoholism, decreased job satisfaction. The policies and procedures of the police organization and autocratic management (Cooper, Davidson & Robinson, 1982) have been known to cause discontent and dissatisfaction among police personnel along with frequent transfer, suppression, suspension, delayed promotions, non-grant of leave on time and departmental inquiries. Police personnel of different ranks differ both quantitatively and qualitatively in their experience of stress. The subordinate officers had the highest scores on stressors such as job boredom, quantitative work overload and lack of praise and relatively high scores on noxious physical environment, communication quality, decision latitude and role ambiguity. Certain job-related factors among Indian police personnel act as specific stressors, for example working conditions, work overload, lack of recognition, fear of severe injury or being killed on duty, inadequate equipment, shooting someone in the line of duty, anti-terrorist operations, confrontation with the public, lack of job satisfaction and police hierarchy.

The present study examines police personnel, whose occupation is generally perceived as highly stressful. The subjective stress caused by daily living or working situations may lead to various minor mental health problems and subsequent changes in job performance and quality of life. Hence, this study was undertaken to assess the level of stress among police personnel and to find the association of specific factors with the level of stress among police personnel. So, it is very difficult to maintain mental health and live without stress because policing is dangerous work, and the danger lurks not on the streets alone. The pressures of law enforcement put officers at risk for high blood pressure, insomnia, increased levels of destructive stress hormones, heart problems, post-traumatic stress disorder and suicide, researchers have found it.

The police fulfil an essential role in the society and stress potentially reduces the effectiveness of the personnel. The stressed police officers pose a threat to themselves, their colleagues, offenders and/or to public safety and thus it is a matter of urgent concern for psychologists in particular and mental health researchers in general.

Rationale

This dissertation used an established police perceived work stress, Eysenck & stress detector scale developed by Dr. C.R. Mukundan in a collaborative effort. This questionnaire was used to measure the stress levels of law enforcement officers from Directorate of police departments. The dissertation in part attempts to answer the question: What are the differences- if any- between the perceived jobs stress of officers a comparative study of perceived work stress & its effect on their personality.

Indian Psychological Techniques

Police work tends to impose a high degree of stress and a multiplicity of stressful situations which can affect the physical, mental and interpersonal relationships of police personnel. Stress is a complex phenomenon. An individual's experience of stress depends upon numerous aspects related to personality, environment, socio-cultural situation, and several contextual factors. Occupational stress is a matter of concern in the current scenario. Occupational stress results in disruption of the psychological as well as physiological homeostasis of the individual, leading to deviant functioning in the working environment (Brief A.P., Schuler R.S., Sell M.V.; 1981).

Police personnel play a pivotal role in maintaining the disciplinary and legislative homeostasis of the society. Stress among police personnel is being acknowledged as an international phenomenon of serious concern (Ahmad K., 2000; Bhaskar S. Abhigyan, 1990; Kirkcaldy BD, Furnham A., 1995).

Those who serve as police officers in India serve in one of the highest stressed professions in the country. The profession of law enforcement “is considered to be one of the most stressful occupations” in India and that job stress can “reverberate through all aspects of life” (Evensong& Roberts, 2001,). Police job stress has been shown to lead to premature death among police officers (Colbert, Johnson, & Slate, 2007,). According to Finn and Tomz (1996), shift work, perceived favouritism by administrators, lack of input in departmental policy, lack of training, lack of career opportunities, police culture, and lack of recognition for good work are some of the stressors police officers experience. Organizational stressors are considered to be the “chief causes of stress” for police officers (Colbert et al., 2007,). The majority of police stress derives from circumstances internal to law enforcement organizations and is beyond the officer's realm of control. What many officers might not be aware of is the long-term effects of chronic fatigue and the relationship between stress and fatigue. Not getting enough rest and not eating properly in order to fuel the body can increase the effects of fatigue. Being fatigued on-duty causes many issues, such as poor decision making and other cognitive task difficulties. When stress is preventing normal sleep times (6 to 8 hours, recommended), an officer can quickly encounter sleep deprivation.

A study conducted in 2011 compared the effects of sleep deprivation to excessive drinking of alcohol and found the effects on a driver were very similar. Both sleep deprivation and alcohol caused impaired speech, inability to balance, impaired eye-hand coordination, and falling asleep behind the wheel (Senjo, 2011). When officers are constantly fatigued after

their shift, they often do not find the time to unwind, change gears, and enjoy their time off away from the job. In addition to the nature of job, there are numerous other issues like long and unpredictable working hours, constant pressure to perform, accountability, work overload and noxious physical environment.

The objective of the present study is to assess the level of stress among police personnel and to find the association of various factors with the level of stress among police personnel.

Important Operational Definitions

1. **Correctional Deputy-** A civilian who is employed by a state correctional facility or a Local correctional or detention facility in a security capacity. (Minnesota State Statute 626.84).
2. **Felt stress-** The stress a respondent reported they actually feel e.g. “I feel negative, futile, or depressed at work”.
3. **Perceived job stress-** Is a combination of all five categories: police stressors, felt stress, coping strategies, adverse outcomes, and workplace participation that were used to measure the perceived job stress level of a police officer.
4. **Police organizational stress-** Stress that is specifically derived from the law enforcement organization such as organizational unfairness, discrimination at work, exposure to critical incidents and lack of job satisfaction.
5. **Occupational stress** - situations are those in which characteristics of, or events related to, the workplace lead to individuals' ill health or welfare. These environmental job situations are often labelled stressors, and the employees' reactions have been labelled strains. One of the basic issues in the occupational stress domain concerns coping, or ways in which the individual can attempt to deal with the job stress or toward off the aversive strains.

Literature review

Effects of Fatigue on Performance

A 2012 study on police officer fatigue revealed the following alarming facts (Basińska & Wiciak, 2012): Fatigued officers of tenure more sick time, have difficulty managing successful personal relationships, have time management issues like reporting for duty on time, make mistakes on departmental and court paperwork, tend to sleep on duty (often due to rotating shift work), generate higher rates of citizen complaints for reported misconduct, tend to have problems communicating with supervisors and have stressful relationships with superiors, have problems testifying in court regarding being prepared, experience more accidental injuries on duty, face/seek early retirement (often due to burnout), are at a higher risk of being seriously injured or killed because of lack of focus and not recognizing danger signs. Studies have shown that fatigued officers have performance issues on and off duty. Officers are willing to sacrifice their health and safety by accepting the increase workload to provide the extra income for their families, despite the warning signs caused by working while fatigued (Vila, B; 2000).

The dangers involved in routine police work can also create added stress for the officer. High speed chases, responding to a felony in progress, physical attacks, and routine traffic stops are examples of the physical threats that build stress on a daily basis. Closely associated to the dangers involved, is the fear an officer constantly faces that something may go wrong (Lieberman, A.M., et.al; 2002).

Patrol work most often involves routine, boring tasks, but the unpredictable nature of potential danger causes the officer to constantly be on alert which can wear the officer down as much as if he/she were in actual danger. Role conflicts, the responsibility for protecting lives of others, the need to control emotions even when provoked, the fragmented nature of police work, the seriousness of the consequences of one's actions, and the ever presence of a gun are also stressors involved in police work.

Department Stress from Policies and Practices

Administrative policies and practices are a huge source of police stress. Information obtained from the Central Florida Police Stress Unit (2004) states, "The most common source of police officer stress involves policies and procedures of law enforcement agencies themselves." In a study of reasons why officers across the nation had left the force, results showed that the top reasons for stress encounters and deciding to leave the force were because of these organizational issues: inadequate support by supervisor, inadequate support by department, poor or inadequate supervision, inadequate salary, difficulty getting along with supervisors and excessive paperwork (O'Toole, Vitello, and Palmer; 2006). Each law enforcement organization has its own policies and procedures and, most often, the officers are not involved in formulating these. Officers in supervisory positions are often caught in the middle. They must handle all of the office politics, personal issues and be able to work well with those above and below them. They not only have to take orders, but must issue and enforce them as well, knowing the officers will not always look on them favorably. One officer patrol cars can create stress as the officer has no backup. There is also no one to talk to and confer with during those long shifts. This creates anxiety and a reduced sense of safety for the lone officer.

Internal investigation practices can be intimidating and make the officer feel he is not trusted. Often officers feel they have fewer rights than the criminals they apprehend. The excessive paperwork involved in police work can be frustrating to the officer who would much rather be out on the street working. Poor pay, limited promotional opportunities, and lack of rewards for good performance are also organizational issues which cause stress problems for officers (Central Florida Police Stress Unit; 2004).

Even though police work is very dangerous organizational issues appear to be the cause of most of the stress to officers. They have the feeling that no one at the top understands their problems or cares and even worse, officers often believe that administration is out to get them (Central Florida Police Stress Unit; 2004).

External Stress

Court appearances interfere with police officers' work assignments, personal time and even sleep schedules. Unfavourable court decisions, perceived leniency of the courts, court delays and continuances, and the release of offenders on bail, probation, or parole also lead to stress. Negative publicity, distorted press accounts of incidents involving police, and allegations of brutality and racism are an external source of stress for some officers. Negative attitudes toward police and perceived lack of support create further stress for officers. Police officers deal with the negative behaviours of citizens every day. They most often see only the bad side of individuals. This continual exposure to the negative side of citizens gives officers the perception that no one supports them or appreciates them for what they do. Police officers are expected to believe that what they do is important, but are often discouraged by the lack of praise and recognition they receive from the law abiding citizens they protect. Disapproval from fellow officers, family and friends for entering police work can cause added stress to women and minority officers. Often the woman's ability to "handle" the job is questioned, so they feel extra stress to prove themselves. (Constant, Terry; 1991)

Internal Stress

Emotional problems confronting individual officers often stem from other stressors of police work and family problems. The development of attitudinal problems, behavioral problems and intimacy and relationship problems create stress that interferes with the officer's work performance. Feelings of guilt, anxiety and fear are also sources of stress for officers. Sleep problems such as nightmares and insomnia create added internal stress as well (Davis, Russell C.; 2004).

Symptoms and Effects of Stress

The effects of stress are wide and varied. Serious medical problems that are related to stress include high blood pressure, heart ailments, circulatory disorders, digestive disorders, diabetes, and certain kinds of cancer. Stress can also cause premature aging and premature death. Sleep disorders, especially insomnia and nightmares, are often results of stress. The lack of sleep compounds the problem by making an officer tired, irritable and less alert. Chronic sleep disorders can contribute to poor physical health as well. Depression, anxiety, paranoia, fear, anger, PTSD and panic reactions are effects exhibited by officers who are stressed (Miller; 2004).

Substance abuse is prevalent in police departments and law enforcement agencies of every size and type according to the Central Florida Police Stress Unit (2004). This includes over-the-counter drugs, prescription drugs and alcohol. They are legal but often lethal to the stressed officer. Officers see what alcohol does to some of the citizens they serve and protect, but continue to drink knowing its dangers. They are often desperate individuals hoping to manage their emotions by turning to alcohol, yet this alcohol can permanently damage the officer's career and family life. Divorce rates among police officers are high. The jobs itself can put strains on relationships because of the shift rotations and extended hours. Officers must often work holidays too. These hours make it hard to spend quality time, if any time, with families. Problems faced on the job may be brought home to the family. Families deal

with constant fear that something bad could happen. Low pay can cause financial hardships. Relationships often become troubled and distant leading to divorce. Post Traumatic Stress Disorder occurs when an individual's ability to cope is overwhelmed. It can result from years of accumulated stress or from single particularly traumatizing events. This severe stress disorder can cripple an individual's ability to do his/her job and live a normal life. Thankfully, this disorder is diagnosable and treatable. The warning signs of stress overload include irritability; sleep disturbances, changes of eating patterns, intrusive thoughts, a feeling of guilt, a lack of concentration and the onset of physical ailments such as headaches, stomach and bowel problems, and skin disorders. Muscle tension, fatigue and nervousness are also physical signs of stress. Cynicism, absenteeism, burnout, early retirement, and job resignation also result from job stress. Good officers are lost because they can no longer handle the stress of the job. Of all of the effects of stress, suicide is by far the most tragic (Goldfarb, Dan; 2006).

Approximately three hundred officers annually die by their own hand (Miller, 2004). Central Florida Police Stress Unit (2004) lists these possible reasons for the high suicide rate: continuous exposure to human misery, overbearing police bureaucracy, shift work, social strain, marital difficulties, inconsistencies of the criminal justice system, alcohol abuse and lack of control over working conditions. There is also the fact that officers have the ready availability of a gun, and suicide is often an impulsive act. The literature is rather extensive in regards to the effects of police work on the stress levels of those who serve as law enforcement officers. The literature is very limited in terms of discussing the differences in stress levels between law enforcement professionals of different demographic groups.

The job of being a police officer consists in part of being a witness to almost every form of human behaviour. Police officers witness the worst and the best aspects of humanity. The stress that police officers are subjected to as part of their job has made the occupation of law enforcement one of the most stressful in the world. Police job stress has been shown to affect the quality of life for police officers and their families. As police departments become more diverse research on the effects of stress on minority officers is needed to determine if current officer stress reduction programs are adequate to address the needs of a changing work force. By gaining a better understanding of how stress affects law enforcement personnel, public administrators will be able to manage their work forces more effectively. In addition, public administrators may be able to utilize the information gathered to help facilitate a smoother transition from their current organizational demographic makeup to a demographic makeup that is reflective of the communities they serve (Huda, Md Nurul.; 2003).

The present study investigates several issues related to coping in a population of normal, employed people in a purportedly stressful occupation. While occupational stress has been studied in a variety of occupations, there has been a disproportion at emphasis on police occupations in coping research. This study is one of the more rare efforts to examine the coping styles of blue-collar workers, a requirement if we are to learn about their coping strategies.

It has been noted that coping of police in particular is in need of research (FainandMcCormick,1988; Violanti, Marshall and Howe, 1985). In addition, the stress- and coping-related activities of these employees' spouses were studied. A previous study of coping of 56 marital couples in which the husband suffered a heart attack has already shown the potential importance of intact couples for coping with stressful situations, although this has yet to be shown clearly in stressful *occupations* (Coyne and Smith, 1991; Fiske, Coyne and Smith, 1991). Police departments within-house stress programs offer a wide variety of treatments, and spouses and family's are sometimes allowed or encouraged to participate (Kirschman, Scrivenor, Ellison and Marcy, 1992). Thus, practitioners seem to have concluded that spouses can play an important role in the work-related stress of police.

Law enforcement officers recognize that stress is part of the profession and working conditions. In the past, police culture did not recognize stress as a problem affecting their officers. However, there is now plenty of evidence and research showing that unmanaged stress can lead to anxiety, depression, and posttraumatic stress disorder (PTSD) (Miller; 2004).

Certain job related factors among Indian police personnel act as specific stressors, for example working conditions, work overload, lack of recognition, fear of severe injury or being killed on duty, inadequate equipment, shooting someone in the line of duty, antiterrorist operations, confrontation with the public, lack of job satisfaction and Police hierarchy.

The present study examines police personnel, whose occupation is generally perceived as highly stressful. The subjective stress caused by daily living or working situations may lead to various minor mental health problems and subsequent changes in job performance and quality of life. Hence, this study was undertaken to assess the level of stress among police personnel and to find the association of specific factors with the level of stress among police personnel in Gandhinagar city, India.

Indian police personnel can be broadly categorized into constables, inspectors, and officers. The constables belong to the lowest strata; They obey commands of inspectors/sub inspectors and impart assigned duties as part of police work. The inspectors are placed at the intermediate level; They are expected to investigate cases and registered first information report. They are also responsible for the law and order situation in their area of jurisdiction and the supervision of work at the police station. The officers (e.g., Circle Officers [Cos], Superintendent of Police [SP], Assistant Superintendent of Police [ASP], and Senior Superintendent of Police [SSP]) entertain administrative control over crime and law and order situation of the town. They also take care of public complaints and grievances and supervise the work of policemen subordinate to them. In India, research work related to stress in police began about a decade back. Media, many a time highlights about the impact of occupational stress on physical as well as mental health, which also attracts the attention of researchers to study this domain in detail. In India, socio-psychological studies and surveys on "police stress" have been largely focused on experiences of job stress, job satisfaction, and impact of geographic & cultural variation on occupational stress among police personnel. We recognize

that although there is a compilation of work in the west, unfortunately, in our own region besides a few sociological surveys, the psychological research work on police stress has been meagre. Nevertheless before studying the socio-cultural facts of our country we need to investigate the grass root realities of police stress in state level.

In India, several studies have been conducted by researchers on 'stress' among police personnel in the country.

1. Dangwal et al. (1982)- He studied on a sample including three states and subordinate police personnel only. They suggested a more representative sample including more states and also inclusion of all the level of police hierarchy.
2. Bhaskar (1982)- He also suggested to explore the relationship between behavioural, psychological and health effects and experience of job stress among police.
3. Pillai (1987)- His study suggested to explore the need for periodical diagnosis of stress and related symptoms to reinforce improved functioning of system and enhance the health and job satisfaction among police personnel.
4. Ramchandaran (1989)- He suggested to need of a more intensive study which would depict insights into behavioral patterns at other level of hierarchy.
5. Tripathi et al. (1993)- They gave a scope for a larger and more representative sample in future studies in police. His study was based on four districts to UP state.
6. Suresh(1992)- He also found the need of research for extending the findings of his study to police officers in divergent regional and culture context.
7. Mathur (1999)-He suggested that longitudinal studies would be very good to identify the impact of police work on individual. He also suggested that the family members of police personnel can also include in future studies.

This Study discusses various aspects and manifestations of job stress in police officers, including alcoholism, suicide, and marital problems. Police work is highly stressful, since it is one of the few occupations where employees are asked continually to face physical dangers and to put their lives on the line at any time. Most of the law enforcement stressors can be grouped into four categories:

Organizational practices and characteristics, Criminal justice system practices and characteristics, Public practices and characteristics, and Police work itself.

Studies have shown that the 15 most prevalent stress warning signs for police officers include sudden changes in behaviour, erratic work habits, increased sick time due to minor problems, inability to maintain a train of thought, and excessive worrying. Although precise figures are unavailable, police department officials have reported informally that as many as 25% of the officers in their respective departments have serious alcohol problems. Although uncommon among young police officers, suicides are prevalent among older, retiring or just retired officers. One study concluded that available data indicate male police officers to be more likely to kill themselves than men in other occupations. The article also discusses stress and the police administrator, stress and the police family, and marital problems as an

administrative concern. Organizational and individual programs for coping with stress share several similarities: efficient pre-employment screening to weed out those who cannot cope with a high stress job increased practical stress training for police personnel and training programs for spouses so they can better understand potential problems. Shift rotations are a source of police work stress that can interfere and cause problems in the personal lives and responsibilities of officers. Huda(2003) states, “The disruptive effects of irregular work schedules on family centered activities, school delinquency, and adjustment problems among children are a heavy price paid by the police family.” These shift rotations can also affect the officer’s sleep patterns, building even more stress, and the lack of sleep can then, in turn, lead to poor physical health and less work productivity.

Fatigue arises primarily from inadequate sleep — both the quantity and quality of sleep. Officers get inadequate sleep when they experience a break in their circadian rhythms, the sleep/wake cycle all living organisms require to maintain good health. Circadian rhythms impact a person's biochemical, physiological and behavioural processes. External cues such as daylight or noise help modulate a person's circadian rhythms, generating a series of internal responses that cause sleeping and waking. Changes in external cues can effect a person's mental and physical disposition — one common example is the experience of jet lag (Mark Bond; 2014).

Continual breaks in circadian rhythm can cause serious mental and physical fatigue. This fatigue diminishes people's mental and physical health, and impairs their ability to deal with stressful situations. For police officers, this gives way to a cycle of fatigue that decreases their ability to perform their job effectively.

Impact of Sleep Deprivation on Police Performance

Sleep deprivation is comparable to excessive drinking. A sleep deprivation study found that not sleeping for 17 hours impaired a person's motor skills to an extent equivalent to having an alcohol toxicity of 0.05 percent. Not sleeping for 24 hours was equivalent to a toxicity level of 0.10 percent. This level of deprivation would impair speech, balance, coordination and mental judgment.

Sleep deprivation can cause work-related accidents. A study found that four out of eight officers involved in on-the-job accidents and injuries were impaired because of fatigue. Such accidents include automobile crashes that were due to officers' impaired eye-hand coordination and propensity to nod-off behind the wheel. Other work related injuries come from accidents that occur when officers have impaired balance and coordination.

Research shows that fatigued officers

Use more sick leaves, Practice inappropriate uses of force more frequently, Become involved in more vehicle accidents, Experience more accidental injuries, Have more difficulty dealing with community members and other law enforcement agencies, Have a higher likelihood of dying in the line of duty.

Despite the impact of fatigue, many officers continue to work double shifts, triple shifts and second jobs. Some work well over 1,000 hours of overtime a year. Excessive work with inadequate rest over a long period of time can make officers sleep-deprived — 53 percent of officers report an average of 6.5 hours of sleep or less.

About the Tired Cops Study Beginning in 1996, the authors conducted studies in four mid-sized municipal law enforcement agencies located in different parts of the United States. The agencies were representative in terms of staffing levels, work shift arrangements, calls-for-service, and other potentially relevant variables. The National Institute of Justice funded the research, and staff from the Police Executive Research Forum conducted the study. The goals were to identify effective strategies for measuring fatigue among police officers and to better understand the prevalence of fatigue among field police officers. The authors also wanted to identify the causes of fatigue in the police environment and begin to evaluate the impact of fatigue on officer performance, health, and safety. With the help of executives, supervisors, and officers, the researchers collected information about the number of hours worked by individual officers, the regularity of their work hours, and related accident and on-the-job injury data. To obtain an objective measure of the level of fatigue at the start of each day's shift, the authors used a computerized device called the FITTM Workplace Safety Screener. With this tool, the researchers could test the officers' involuntary pupil responses and the speed of voluntary eye movements. Both measurements are sensitive to the performance and risk factors associated with excessive sleepiness and are almost impossible for subjects to falsify. The authors also surveyed the officers using the Pittsburgh Sleep Quality Index, a well-validated questionnaire that clinicians use to diagnose sleep disorders. The officers answered questions about how they perceived their own level of fatigue and that of their peers. They also responded to questions about how much of their fatigue should be attributed to their jobs and how they thought fatigue affected their job performance and family life.

Health Issues with Chronic Fatigue

The research tells us that chronic fatigue affects the mental and physical health of police officers (Basińska & Wiciak, 2012; Senjo, 2011).

Fatigued officers: Have impaired judgment, Experience weight gain or unhealthy weight loss, Show an increase in and presence of severe mood swings, Demonstrate impaired eye-hand coordination, Have increased anxiety or depression, Have increased change of substance-abuse addiction, Show increased gastrointestinal problems (loss of appetite and/or stomach ulcers), Have increased reports of back pain and frequent headaches, Have increased chance of PTSD, Demonstrate inappropriate reactions to a situation (excessive use of force). Show increased risk of serious health problems such as diabetes or cardiovascular disease ((Basińska & Wiciak, 2012).

Research on police stress has been in abundance since work in this area began in mid 1970's (Aaron, 2000). There exists a plethora of research that has focused on what causes police stress. Some of the stressors that represented the nature of the job were violent arrests, gruesome crime scenes (Violanti & Aron, 1993) and unpredictable incidents in police work

(He, Zhao & Archbold, 2002). Physical threats involved in the job, use of force, dealing with ambiguous situations and shift work were also highlighted in the police stress literature (Brown & Campbell, 1994; Hart, Wearing & Headey, 1995). Organizational factors have been given adequate importance in recent literature and have been found to be a better predictor of police stress than the factors that represented the nature of police work (Morash et al., 2006). A study by Buker & Weicko (2007) which aimed at assessing the effects of commonly examined police stressors on Turkish National Police revealed that organizational issues were the most important causes of stress in policing. Of all the several variables studied, job satisfaction especially with supervisor was found to be the strongest predictor of stress. Other stressors identified in the study were excessive workload, inadequate staff, inadequate specific policies and excess of "red tape". In addition, lack of supervision, unfair practices at work (Ayres & Flanagan, 1994), lack of participation in decision making (Morash et al., 2006; Slate, Johnson & Colbert, 2007) were also found to be possible stressors in the context of police. Similarly, lack of recognition and insufficient administrative support led to stress (Ayres & Flanagan, 1994). Morash & Harr (1995) highlighted the significance of workplace problems as distinct stressors, which included negative interactions with officers, feelings about status, opportunities and physical abilities and practice of bias and harassment. Furthermore, Morash et al. (2006) empirically tested and revealed that bias among co-workers highly predicted stress followed by a feeling of lack of influence on how police work is accomplished. When police officers perceived themselves as having a strong work related peer support system, stress perceived was found to be relatively less (Ellison & Genz, 1983; Graf, 1986).

Research in India on police stress acquired scientific importance in late 1980s. Early work in this area concluded that long and unpredictable working hours, dealing with violators of law and anti-social elements, threats of being injured or killed, bureaucratic structure, rigidly allocated work pattern, high disciplinary procedures and regimentation, lack of respect from public and work shifts were sources of stress among police personnel (Bhaskar, 1986; Mathur, 1995).

Another study by Bano (2011) indicated that political pressure, lack of time for family, negative public image and low salary were the primary causes of stress among police personnel in Uttar Pradesh. Similarly, Selokar et al. (2011) in an attempt to identify the stressors among police personnel in Wardha, Maharashtra, found that majority of the personnel were under stress due to varied reasons such as criticism by superiors, excess work, lack of rewards, inadequate value given to abilities and commitments and no satisfaction from work. Suresh et al. (2013) made an attempt to determine job events that were significant sources of stress among Chennai police. The study revealed that stress was due to organizational factors rather than physical hazards involved in the police work. The factors included round clock duty, no time for family, inadequate salaries facilities, negative interaction with other police staff, poor equipment, no recognition, too many cases, insufficient staff and harassment. Another study by Srinivasan & Ilango (2013) revealed that lack of superiors interest in their subordinates, irregular office work, heavy workload and dealing with criminals were stressors faced by constables in Northern part of Tamil Nadu.

The available literature on police stress in India indicates wide range of job and organizational stressors faced by police personnel. These stressors were observed to vary across cities, designations and over time. Research on police stress in India extensively relied on quantitative methodology, using Likert rating scales. Qualitative technique, which employs an open ended approach, paves way for better and an in-depth understanding of nature of stress and stressors have been rarely used to study police stress. This necessitates a qualitative study of police stress in the Indian context to identify the current potential stressors in police. The rationale to carry out the study may be supported by the statistics of recorded suicide rates of police personnel and the complaints/cases registered against police personnel. The statistics of 2001 (National Crime Records Bureau) revealed that there were a total of 114 cases of police suicide across different states in India while the 2013 record disclosed 214 suicide cases. This escalation in suicide cases may be attributed to the levels of stress among police personnel (Burke & Mikkelsen, 2007). Complaints against police personnel by civilians about their cynical behaviour have also considerably increased over the years. The complaint reported in 2001 was 12,345 while those in 2013 were 51,120 (National Crime Record Bureau) which may be a result of chronic stress experienced by the personnel. The past literature and current statistics demands a study to identify and focus on what causes stress among police workforce. With these issues in mind, this paper attempts to explore the sources of stress for police personnel.

Various studies have examined the predictors of job satisfaction among police officers and correctional personnel (Blau, Light, & Chamlin, 1986; Brough & Frame, 2004; Brunetto & Farr-Wharton, 2003; Cullen, Latessa, Kopache, Lombardo, & Burton, 1993; Lambert, 2004; Lambert et al., 1999; Zhao, He, & Lovrich, 2002; Zhao, Thurman, & He, 1999). As Zhao et al. (1999) indicate, two distinct models of job satisfaction are apparent in these studies.

The first model focuses on demographic characteristics such as gender, ethnicity/race, educational level, rank, and years of service within the organization. The second model places emphasis on the individual's work environment. The work environment model consists of various dimensions of the work *Arifa B. Kazmi* performed: skill variety, task identity, task significance, autonomy, and feedback (Zhao et al., 1999). Herzberg's two-factor theory of motivation (as cited in Zhao et al., 1999) has also provided a theoretical framework for scientifically assessing police officers' job satisfaction. Herzberg's theory claims that the work environment determines police officers' job satisfaction and identifies three main sources of job satisfaction in the work environment: the work itself, the responsibility one has in the work, and recognition received from performing the work (Brody, DeMarco, & Lovrich, 2002; Zhao et al., 1999).

Everyone in today's life experiences a fair share of stress, irrespective of personal characteristics, environment and social conditions. The concept of stress was first introduced in the life sciences by Hans Selye (1956). The term "stress" is applied to the total transaction between the stressor and coping resources in the interaction together, over time, so that one may speak of system being "under stress" (Lazarus, Averiel & Option, 1970) or a particular situation being stressful (Selye, 1978). He defined stress as the non-specific response of the

body to any demand. The presence of stress among policemen is felt but not recognized as the major enemy (Mathur, 1994). Media reports of police brutality, in-discipline and the mismanagement are a harbinger to the job (Times of India, 1993). Social change, economic conditions, the total criminal justice system and the demands made on policemen's time with their families, all contribute towards the stress (Grencik, 1975). The policies and procedures of the police organization (Swanson & Territo, 1983) and autocratic management (Cooper, Davidson, & Robinson, 1982) have been known to cause discontent and dissatisfaction among police personnel along with frequent transfer, suspension / suppression, delayed promotions, non-grant of leave on time and departmental inquiries (Mathur, 1995). Job stress is one of the most common afflictions among police personnel. Perhaps one of the most stress prone occupations is that of police profession. Because police not only acts as a law enforcing agency but also as an instrument of social service, an agent of social change and the protector of the rights and duties of the people. Police personnel are often involved in dealing with criminals, VIP's security duties, outdated laws and collapse of other agencies of criminal justice system. So great can be the stakes as the entire life of police officers is full of tension and stresses. Many studies have shown that the job of policing is an extremely stressful one (Colwell, 1988; Heiman, 1975; Kroes, Margolis & Hurrell, 1974; Niederhoffer & Niederhoffer, 1978; Selye, 1978; Somodevilla, 1978 & Violanti, 1992). These stress experiences impair their health and result in high rates of mental illness. Stress related illnesses are of particular concern and are reflected in tragically high suicide rates, divorce, alcoholism, decreased job satisfaction and burnout (Curran, Finlay & McGarry, 1988; Labovitz & Hagedorn, 1971; Lester, 1983; Richard & Fell's, 1975). Police personnel of different ranks differ both quantitatively and qualitatively in their experience of stress. The subordinate officers had the highest scores on stressors such as job boredom, quantitative work overload and lack of praise and relatively high scores on noxious physical environment, communication quality, decision latitude and role ambiguity (Mathur, 1999).

Coping Skill

Coping is viewed as stabilizing factor that may help individuals maintain psychological Adaptation during stress period (Lazarus & Folkman, 1984; Moose & Billings, 1982). Very recently, Freedy and Hobfall (1994), pointed out that the persistence of stress and burnout across the time suggests the need for effective intervention programmes (see also Wade, Cooley & Sivicki, 1986). Investigators have suggested management of stress rather its eradication (Cooper & Marshall, 1976). Kobasa (1979) noted that person's frame of reference, motives, competencies or stress tolerance, play the dominant role in determining persons coping strategies. When a person feels competent enough to handle situation, a task oriented response is typical, i.e. the behaviour is directed primarily at dealing with requirement of the stressor. Typically this response means that individual objectively appraises the situation, works out solution, decides on an appropriate strategy, takes an action and evaluates the feedback (Gazdella, Bernadette & Ginther, 1991; Holt, Fine & Tollefson, 1987; Jenkins, Susans & Calhoun, 1991; Parkes, 1990; Payne & Rajala, 1988). Active and cognitive coping have been found to be positively associated with negative life events. Individuals who had more personal and environmental resources were more likely to rely on active coping and less likely to use avoidance coping (Holahan & Moos, 1987), and also they pointed out that

individual who are adapted to stress with little physical or psychological strain were less inclined to rely on avoidance coping than were people who showed psychological dysfunction under stress (Holahan & Moos, 1987). Pestonjee (1992) pointed out that stress leads to psychosomatic disorders. Since emotional states are often expressed in terms of bodily reactions, one method of counteracting the harmful effects of stress is the effect of possibility of regular exercises.

According to Bhole (1977), breathing practices are intended to develop certain type of awareness within oneself. According to Nagendra and Nagarathna (1988), Yoga holds the key to combat stress. Mathur (1999) concluded that physical exercise can play an important part both in reducing stress and in Stress and Coping Behaviour increasing one's ability to cope with stressful situation. Swanson and Territo (1983) reported that more physically fit an officer feels, the more self assured and happy he is with himself. Studies also show that enhancement of awareness and self esteem can decrease the impact of stress among police personnel (Swanson & Territo, 1983). In many studies cognitive proceedings have been used to help the individual learn to achieve better understanding of the personal, social and institutional variables that either promote or reduce the occurrence of stress and burnout. A cognitive behavioural approach for stress management of police office was explored by Sarason, Johnson, Berberich and Siegal (1979). They concluded that stress management with law enforcement officers may be most effective when the program is focused on the specific situations which are likely to be encountered by trainees and on developing skills for coping with anxiety and anger.

Stress management programme in Dallas police department described by Somodevilla, Baker, Hill and Thomas, (1978) reported positive impact of the biofeedback training, on the ability to recognize and reduce stress. They also concluded that today's officer required constant inoculation against stress. In those cases where stress was already injuring the officer or those close to him, the means of crushing such stress and helping the individual cope with its destructive effect should be readily available. Pandya has carried out a unique stress management program on Mumbai police to help them in management of stress using a holistic approach (Hindustan Times, 26 Nov.1996, see also Mathur, 1999). The people undergo various kinds of wear and tear of body in their highly stressful working conditions. In turn, the mental health or well-being is defined on the basis of these three components physical, social and mental. This dimension involves that intervention which positively contributes to the well-being of police men. The various techniques used to alleviate stress take only negative aspects, whereas the techniques explored in the present study, are effective in coping up with stress, as well as to enhance the positive aspects of their mental health.

Dangers to Law Enforcement Officers

Before looking at some of the causes of law enforcement stress, it is important to consider some of the ways work stress endangers law enforcement officers. Some of the more prevalent dangers posed to officers as a result of job stress include an inability to regulate emotion, depression, and post-traumatic stress disorder.

Emotional Regulation

Emotional regulation is greatly impeded by having a high stress day at work. Emotional regulation problems occur when an individual has difficulty in controlling what emotions he or she displays. After a high stress day at work, officers may be emotionally exhausted. The causes of the exhaustion can come from trying to live up to unrealistic demands and continuous frustrations at work (Roberts & Levenson, 2001). The demand on officers can feel too great when officers are asked to work long hours and deal with traumatizing crime scenes (Borum & Philpot, 1993; Waters & Ussery, 2007). Psychologists often use the term “burnout” to describe the emotional exhaustion that results from work stress (Nahrgang, Morgeson, & Hofmann, 2011). The reality of how emotional exhaustion can result from job stress was shown in a study that was focused on understanding the link between job demands, safety concerns, job resources and burnout. In the study, it was found that risky job demands resulted in safety concerns and increased burnout. If job resources were prevalent, it helped to decrease burnout (Nahrgang, Morgeson, & Hofmann). Frustrations and safety concerns at work come from a variety of sources. Officers may deal with armed suspects, arrogant administrators, unethical partners, and large amounts of paperwork (Waters & Ussery, 2006). Some of the most destructive unregulated emotions for marriages are negative emotions (Roberts & Levenson).

Negative emotions include feelings of anxiety, depression, and despair. For law enforcement officers’ marriages to work, they must learn how to regulate emotions (Roberts & Levenson, 2001). It is imperative that spouses stay on the lookout for issues with emotional regulation because in the end, the results can be disastrous. The main issue couples must look out for is high amounts of negative emotions and low amounts of positive emotions. Research has shown that couples become unsatisfied and may even divorce if their relationship is characterized by excessive amounts of negative emotions and small amounts of positive emotions such as joy and love (Roberts & Levenson). Emotional regulation issues are a red flag for officers dealing with job stress.

Depression

Stress rooted in interpersonal conflicts is often one of the greatest producers of negative moods. Unfortunately, law enforcement has a great deal of interpersonal conflict (Roberts & Levenson, 2001). By 2020, depression is projected to become the world’s second greatest cause of disease (Wang et al., 2010). Depression not only impacts officers’ health, it also influences their job performance. Research has linked depression to an increased number of job absences, decreased work productivity, and early retirement (Lerner et al., 2010). In a study of 100 Buffalo, New York police officers, 16% of the officers were found to have depression (Violanti et al., 2006). Depression can be caused by numerous factors in life such as adverse events. Adverse events vary from the death of a loved one to the loss of a job. Surprisingly, everyday work stress for officers can be a greater predictor of depression than adverse life events. For an officer, everyday work stress may include the necessity of constant vigilance or the pressure to seek promotion (Wang et al., 2010).

Post-Traumatic Stress Disorder

Post-traumatic stress disorder is a problem that roughly 13% of police officers must face (Lieberman et al., 2006). PTSD can stem from high job stress and is basically a severe case of anxiety. PTSD can result in bad sleep patterns, irritability, and even a great increase in awareness. Typical signs include nightmares, flashbacks to traumatic events, and even a numbing of emotions. Victims may have issues remembering the actual traumatic event that caused the stress and it is common for those dealing with PTSD to avoid people and places that stimulate memories of the traumatic event. To effectively serve, officers cannot just avoid certain people or places because officers must go where duty calls them. All in all, PTSD can cause serious issues for law enforcement officers (Haisch & Meyers, 2004).

Causes

Law enforcement job stress comes from a variety of sources. By identifying the sources of the stress, it is possible to deal with the impacts of stress on officers as well as the effects on their marriages. Some of the causes of the stress include autonomic arousal, viewing traumatizing images, being involved in risky situations, organizational stress, and shift work.

Autonomic Arousal

Autonomic arousal is the condition in which stress and adverse emotions produce hormones that increase the heart rate, muscle tension, and respiration (Miltnerberger, 2008). It doesn't have to take a traumatic event to spark an increase in autonomic arousal for law enforcement officers. Even routine stress can trigger arousal and make it difficult for one to solve problems and think clearly. The issues with problem solving and thinking clearly present dangers to the officer while he or she is at work. While out on patrol, it is crucial for officers think on their feet because officers never know exactly what type of situation they will face. Efficient problem solving not only ensures officers' safety, but it is also necessary for healthy marriages (Borum & Philpot, 1993).

Traumatizing Images

Unlike the general public, officers are often called to disturbing crime scenes where they see numerous traumatizing images. Whether officers deal with a suicide, murder, assault, or even a rape; law enforcement officers see far more disturbing images than the average citizen (Waters & Ussery, 2007). Officers are often the first people to arrive on scene and those who are at the scene look to the officers for stability and leadership in the midst of chaos. Officers must learn to control their emotions in order to efficiently carry out their duties. Unfortunately, the repressing of emotions can lead to the future growth of disorders correlated with stress. The repressing of emotions doesn't just end at work; it can eventually impact the home (Waters & Ussery, 2007).

Risky Situations

Law enforcement officers put themselves in a variety of risky situations. Even routine traffic stops can turn into a wrestle for one's life. Officers come in contact with particularly dangerous individuals. Some of the individuals dealt with by law enforcement may be on PCP or drunk (Waters & Ussery, 2007). Arresting individuals while they are under the influence

of drugs or alcohol can be dangerous because it is difficult for officers to predict the actions of the arrestees. Since a seemingly docile individual may unexpectedly attack the officer, officers can never let themselves relax when in the line of duty. Although rare, officers can also become involved in gunfights. Facing a life and death situation is sure to produce stress (Waters & Ussery, 2007). It is no surprise that risky situations can produce stress, but one can't afford to overlook organizational stress and shift work.

Organizational Stress

Although the most obvious stress producers revolve around intrapersonal issues, organizational stress can also impact law enforcement officers. Psychologists may be forced to take the reactive stance when dealing with law enforcement stress, but it is also possible to be proactive. Since psychologists can't remove the actual presence of everyday work stressors in officers' lives, psychologists work with officers on dealing with the effects of the stress as well as the officers' responses to the stress (Stinchcomb, 2004). Life-threatening circumstances and traumatic images will always be part of an officer's work, but there are ways of dealing with organizational stress. Organizational stress can include poor communication in decision-making, promotional interests, and work schedule desires (Stinchcomb). Organizational communication problems can stem from an organization becoming too centralized. Law enforcement departments must not remove the lower officers from partaking in the decision making process. In particular, communication lines between the field officers and administrators must remain clear when discussing the causes of stress (Stinchcomb, 2004). When men and women first become law enforcement officers, working in the field may seem exciting and rewarding, but as the officers age, remaining in the field may not appear as desirable. Eventually, administration positions become attractive and promotional competition can cause stress (Stinchcomb, 2004). Like the officers' interest in promotion, officers may desire certain work schedules. Both married officers and single officers may vie for time off during holidays and on the weekends, but it is impossible to meet every officer's desires. Since organizational stress is often forgotten and not treated, organizational stress can become a silent killer (Stinchcomb, 2004).

Shift work

It is a well-known fact that law enforcement officers work unusual shifts (Waters & Ussery, 2007). Since law enforcement officers are assigned shifts based upon seniority, newer officers often have to work the less desirable shifts. One of the issues with law enforcement work shifts is that the shifts constantly change (Waters & Ussery, 2007). Law enforcement administration change shifts around so that the burden of working undesired hours is spread out among officers. Whether agencies change shifts weekly or every other week, there can still be serious health issues for officers. Just when officers start to get used to going to sleep at a certain time, they are forced to readjust to sleeping at a different time. Changing sleep patterns can add stress to officers' already stressful lives and the changes can have both psychological as well as physical effects on officers (Waters & Ussery, 2007). Now that the reality of law enforcement job stress has been identified, the effect of job stress on law enforcement marriages can be analyzed.

The Effects of Job Stress on Law Enforcement Marriages

There are mixed findings about whether law enforcement marriages have higher rates of divorce than other professions. While some researchers has found a 75% divorce rate among law enforcement officers, other researchers have found law enforcement divorce rates to be lower than the national average (McCoy & Aamodt, 2009). One study used the U.S. Census' marital statistics from the year 2000 to compare divorce rates among various occupations. Surprisingly, the study found that law enforcement officers had a 14.47% divorce rate while the average divorce rate among U.S. occupations was 16.96% (McCoy & Aamodt). Research findings are unclear, but even if officers' marriages do not have the highest divorce rates, the impact of law enforcement job stress can be seen nonetheless (Borum & Philpot, 1993). The stress affects marriages by producing less spousal interaction, issues with communication, opportunities for infidelity, and the possibility for divorce (Miller, 2007).

Hazards to Marital Interaction

The amount of time couples spend together is of great importance in considering marital satisfaction. Unfortunately, numerous distractions can rise and cut off the time that couples generally would spend with each other. It is vital for couples to spend time together because increased amounts of marital interaction help to ensure healthy marriages and protect against divorce (Terling-Watt, 2001). To understand the issues revolving around law enforcement marital interaction, one needs to consider officers' hectic lifestyles, the subculture influences, and law enforcement's impact on marital communication.

Hectic lifestyle

Unlike the average job, law enforcement officers often work four twelve hour shifts in a row. To add to an officer's atypical shifts, night shifts are also regular occurrence (Miller, 2007). Irregular work schedules can add to a law enforcement officers' already stressful job and make it difficult for officers to spend time with their spouses (Borum & Philpot, 1993). Families that value predictability as well as stability can suffer greatly at the hand of the hectic law enforcement lifestyle (Miller). The reality of how hectic schedules impact marriages can be seen in considering the effects of irregular shifts on medical professionals such as nurses. It was found that nurses, specifically those with children, have greater issues with marital stability if the nurses work either night shifts or rotating shifts (Presser, 2000). Like nurses, law enforcement officers need to be aware of the dangers that can result from a hectic lifestyle. In marriage, couples deal with times of crisis, calm, and times that is hectic. With the periods of crisis and calm, there is hope for positive relational growth or relational drifting. Relational drifting occurs when a couple's intimacy suffers as a result of poor communication, lack of commitment, and independent decision making. During times of crisis, there are external attacks that no one can possibly know are coming. Couples can use the periods of crisis to learn how to work together and problem solve (Harvey, 1994). When couples seek family therapy for their marriage, therapists' often teach couples how to problem solve. Therapists understand that marital success is greatly dependent upon how well couples learn to work together (Borum & Philpot, 1993). During times of calm, there is a growth potential because couples do not need to use as much effort to keep their marriages unified. The opportunities to spend time together are more abundant when life isn't full of

adversity. Unlike the periods of crisis, couples may not necessarily see the need to work together (Harvey). Marital unity can be affected when couples do not work together because the spouses become too focused on their own needs. The third period, usually a result of over-commitment, is the issue that law enforcement couples must often deal with. These periods, known as hectic times, are a complete danger to a marriage (Harvey). A hectic period doesn't necessarily even mean that a couple is going through a particular hardship; hectic times are often just the result of having to deal with all of the cares of life (Harvey, 1994). Life can be seen as hectic when a couple is either too busy or if unseen distractions consistently change the couple's plans. The idea of life being hectic can be seen in how officers may have to change weekend plans with little notice and how those officers working undercover or on SWAT teams can be called in at any moment. Likewise, when a department has to deal with issues such as budget cuts, this burden may fall on the active field officers and result in the officers having to work unexpected overtime (Miller, 2007). The nature of law enforcement results in a hectic lifestyle.

Subculture

The law enforcement subculture can create stress that steals away from an officer's marital interaction. Law enforcement subcultures, such as the police subculture, are known for their macho atmosphere. The result of the subculture is that officers feel as though they always have to prove themselves (Miller, 2007). To align with the macho atmosphere, officers of all genders are pressured to put in high amounts of overtime. Officers get the idea that only those who are lazy and weak turn down a job (Borum & Philpot, 1993). In the case of law enforcement officers, excessive personal achievement can be tempting. By taking on more and bigger responsibilities, officers gain feeling of accomplishment and identification. Officers can rationalize their workaholic lifestyle by saying that they are working extra in order to give their families a better quality of life. The zeal that officers originally display may even be encouraged by the spouse, but eventually the zeal can turn into over-commitment (Borum & Philpot 1993; Miller, 2007). To further the feelings of spousal resentment, law enforcement culture also creates an exclusive comradeship. Law enforcement culture forms a bond of unity that often ostracizes officers' spouses (Miller, 2007). In some cases, a spouse may feel as though his or her relationship has been invaded by the law enforcement department. Intimacy truly starts to suffer when the department becomes a third-party in the relationship. Triangulation occurs because of the tight bond that is formed among officers (Borum & Philpot, 1993). Law enforcement officers learn to depend upon each other as they deal with stressful situations. At work, officers understand each other and what they have had to deal with. Since officers are understood at work, it can be tempting for the officers to spend more time with those who understand them and as the officer spends more time at work, the spouse's feelings of jealousy and resentment can grow (Borum & Philpot; Miller, 2007). The result can be a destructive cycle. Since the spouse of the officer becomes resentful, he or she may respond by alienating the other spouse. Because the spouse's reaction doesn't encourage the officer to spend more time at home, the officer just spends more and more time with the force. In the end, infidelity can become a reality (Miller, 2007).

Communication

Law enforcement work stress greatly affects marital communication (Roberts & Levenson, 2001; Miller, 2007; Borum & Philpot, 1993; Waters & Ussery, 2007). Unfortunately, it has been found that emotional exhaustion is one of the most prominent aspects of job burnout among police officers (Burke, 1993). Considering the previously mentioned law enforcement stress, burnout and emotional exhaustion should be a concern for officers. Job stress can be a great hindrance to the likelihood of a successful marriage in considering how emotional exhaustion can make it much harder for a law enforcement officer to interact with his or her spouse (Roberts & Levenson, 2001). Job stress can increase the rate of the heart while at the same time decrease the bodily movements. The reaction is similar to the “freeze” response that comes from fear. When conversing with one’s spouse, the “freeze” response is thought to occur on days of high job stress. The officers’ unconscious reaction to stress can be detrimental to marital interaction because officers can have a hard time just talking to and relaxing around their wives (Roberts & Levenson, 2001). Thus, law enforcement job stress can eventually affect officer’s homes. When law enforcement stress affects the home, the spouse is often the recipient. Studies concerned with the spouses of police officers have found that more than 75% of the spouses deal with stress that is a direct result of the officer’s police work (Miller, 2007). When work stress transfers to the marriage and creates a distressed marriage, poor communication is the outcome (Roberts & Levenson, 2001). The reason that communication is not easy in a distressed marriage is because the distress creates a large gap between what the person speaking is trying to say and what the listener actually hears (Friesen & Friesen, 1989). When a person is under stress, he or she may mean to say something, but what actually comes out can be very different than what was said. In the same way, the listener must interpret the message. The message passes through the listeners filter and is interpreted. The filter is influenced by everything from exhaustion to stress (Friesen & Friesen). The reality of the previously mentioned situation can be seen when one considers that 90% of couples dealing with stress say that communication issues are a big concern (Friesen & Friesen). Relationship-oriented attitudes, such as learning to express emotions, are suppressed within law enforcement (Borum & Philpot, 1993). Emotional detachment is crucial for dealing with the various issues that officers are exposed to (Dick, 2000). Since officers often deal with stress, they are taught how to remain in control even while they are dealing with a situation such as a homicide. To deal with the situation, officers learn to detach emotionally. For male officers in particular, the problem occurs when the emotional detachment is brought home (Waters & Ussery, 2007). With female officers, communication is a way to connect emotionally. When a husband cuts off the emotional interaction, this crushes his wife. The extreme control that officers invoke upon their emotions severely impacts the quality of communication and emotional connection between a man and his wife (Borum & Philpot, 2011). One example of how law enforcement officers emotionally disconnect with their spouses is in how they tend to keep their work life somewhat secretive. The impact of law enforcement stress upon marriage doesn’t just end with poor communication, communication problems can lead to greater marital issues such as infidelity and divorce (Gillan, 2008; Miller, 2007).

Infidelity

If a law enforcement marriage has problems with spousal interaction and communication, the unfortunate result can be infidelity (Gillan, 2008). Issues such as forming emotional bonds and spending large amounts of time with one's partner are points of concern. Unfortunately, once an officer breaks his or her spouse's trust, marital reconstruction can be difficult (Miller, 2007).

Emotional bonds

Like other stressful jobs that consist of long work shifts and a possible lack of family time, law enforcement officers can easily fall into the temptation of infidelity. The possible opportunities for officers to fall into infidelity are numerous. Working long night shifts with a partner of the opposite sex is an issue that officers may have to deal with and developing an emotional bond with someone at work is a definite risk (Gillan, 2008; Miller, 2007). If boundaries are not set, it is all too easy for officers to let themselves get into potentially compromising situations. Officers may go through life and death circumstances with their opposite sex partners as well. Again, this stress results in a bond of trust between the two officers. Even though communication at home may be lacking, an officer must learn to depend upon communication with his or her partner (Gillan, 2008). If partners do not communicate effectively, they both could end up dead. Marital infidelity doesn't even have to include the act of sex; when officers sacrifice time with their spouses so that they can spend time with their partners of the opposite sex, the officers are being unfaithful to their spouses (Gillan). What can happen is that as the officers increase the amount of time they spend with their partner, it can result in a decrease in the amount of time they spend with their spouses.

Divorce: Couples are not the only people who should be concerned about divorce; law enforcement administrators have reason to worry as well. Divorced individuals can have psychological issues such as depression, distress, and poor self-images (Amato, 2000). As mentioned earlier, issues such as depression can lower work productivity (Lerner et. al., 2010). If spousal interaction is minimal and if communication breaks down, divorce can become the unfortunate result. Divorce generally doesn't just happen; it is the result of a process. Over time, even seemingly solid marriages can crumble and fall beneath the pressures of law enforcement work (Gillan, 2008; Miller, 2007).

Spousal interaction pertaining to divorce

Couples that don't spend time together can drift and eventually dissolve. For any relationship to last, each person must spend time to make it work. As previously mentioned, when couples spend time together, it actually decreases the chances of divorce (Terling-Watt, 2001). An interesting point is that the time factor is more important for women than for men. For men, the main issue is that the marriage does not become isolated. Men in particular need a marriage that includes social interaction beyond what wives provide. Healthy marriages are marriages that include time for couples to spend with just each other and also to branch out in the community (Terling-Watt). In considering this, spouses must be empathetic in order to understand and adequately provide for their husband's or wife's needs.

Communication

Communication issues are always among the top causes for divorce (Perry, 2010). When considering the previously mentioned communication issues for law enforcement officers, certain problems should not be overlooked. The emotional exhaustion of officers compounds with the communication gap of the officers' possibly distressed marriage and creates a communication nightmare (Roberts & Levenson, 2001; Frieson & Frieson, 1989). When one adds the emotional numbness and lack of time that law enforcement can cause, it is a wonder that more law enforcement marriages don't end in divorce (Miller, 2007). Job stress is a reality for law enforcement officers. Law enforcement job stress affects officers' marriages by hindering spousal interaction, presenting opportunities for infidelity, and creating conditions for divorce. At first glance, one might wonder why an officer would get married, but fortunately, marriages do not have to end as a result of joining the force.

Neutralizing the Effects of Stress upon Officers

The marriages of those working in law enforcement can be saved using a two part attack. First, the effects of law enforcement job stress on officers must be considered. Next, the actual effects on the marriage can be thwarted. The reason for using the two part attack is because opportunities for intervention exist at both stages. Ultimately, the goal is for law enforcement marriages to become healthier and not result in divorce. There are numerous ways that individual officers can approach the task of dealing with stress. The approach taken here is from a psychological standpoint. Over the past decade, studies have been producing positive outcomes when stress has been attacked using behavior modification techniques (Granath, Ingvarsson, Lundberg, & von Thiele, 2006). Various forms of behavior modification can be beneficial in dealing with post-traumatic stress disorder, negative thoughts and even stress itself.

Post-traumatic Stress Disorder

One of the big issues with PTSD is that it produces physiological arousal and part of physiological arousal is autonomic arousal. As mentioned earlier, autonomic arousal is characterized by an increase in heart rate, muscle tension, and increased respiration (Miltnerberger, 2008). It is obvious to see why individuals dealing with PTSD can't sleep well, end up irritable, and become hyper vigilant. When considering the results, one can surmise that having PTSD can make sustaining a solid marriage a difficult task (Haisch & Meyers, 2004). Fortunately, research has shown that relaxation training is very helpful in dealing with autonomic arousal. Three of the more popular types of relaxation training include behavioral relaxation training, diaphragmatic breathing, and progressive muscle relaxation (Miltnerberger). Although three of the relaxation training methods have similar aspects, each is a little different. First, behavioral relaxation training will be considered in how it decreases muscle tension.

Behavioral relaxation training

Behavioral relaxation training is concerned with using postures of relaxation to decrease the tension in various muscles and other portions of the body. While sitting in a comfortable chair such as a recliner, the therapist may have the patient go through different postures of

relaxation. The postures decrease tension throughout the body by relaxing various parts of the body such as the head and shoulders. It is important for patients to concentrate on breathing correctly, too. Like behavioral relaxation training, diaphragmatic breathing also helps with relaxation (Miltner, 2008).

Diaphragmatic breathing

Diaphragmatic breathing is a relaxation technique that involves deep and slow breaths. The breathing is to be done in consistent intervals. Considering how PTSD can result in physiological arousal, controlled and relaxed breathing can really help in this regard. To fully maximize relaxation within diaphragmatic breathing, individuals must sit in a relaxed position and learn how to properly breathe using their diaphragm. Diaphragmatic breathing is most beneficial when the shoulders remain still and the diaphragm pushes out while inhaling. While remaining in a relaxing position, the individual should close his or her eyes and slowly inhale through their nose for about three to five seconds. To breathe out, the individual must slowly exhale for three to five seconds through the nose. The great part about diaphragmatic breathing is that it can be used in the field (Miltner, 2008). If an officer is in a real stressful situation, he or she can concentrate on using diaphragmatic breathing to ease the autonomic arousal.

Progressive Muscle Relaxation

Progressive muscle relaxation is the process by which an individual tenses his or her muscles and then relaxes them. Progressive muscle relaxation consists of relaxing one major muscle group at a time. Like the other two types of relaxation, progressive muscle relaxation is best done while seated in a recliner. Relaxation is better acquired when the room is quiet and the individual closes his or her eyes when tensing and relaxing. By tensing each muscle group for about five seconds and then letting them relax for five or even ten seconds, the muscles will become less tense than before (Miltner, 2008). Each of the relaxation training techniques can be very beneficial for dealing with physiological arousal. As mentioned earlier, it is important for officers to take care of physiological arousal because it makes it difficult for one to solve problems and think clearly (Roberts & Levenson, 2001).

Negative Thoughts- Cognitive therapy

Like autonomic arousal, negative thoughts resulting from stress can also impact an officer. When one consistently looks at oneself from a negative or depressive point of view, the individual can become depressed (Dozois et al., 2009). One of the best ways for an officer to address the issue of having negative thoughts is through cognitive therapy (Dozois et al., 2009). Cognitive therapy is a part of cognitive behaviour modification. The term cognitive behavior modification is used to describe the various procedures that people use to change their cognitive behaviours. Cognitive therapy in particular is used for removing unwanted cognitive behaviours (Miltner, 2008). An unwanted cognitive behaviour for law enforcement officers may include having a pessimistic view on life or even having the cognitive distortion of personalization. An example of personalization for an officer could involve a situation where the officer wasn't responsible for some negative occurrence at work, but for some reason the officer still may feel like he or she is to blame. To change a

patient's unwanted cognitive behaviour, therapists seek to discover the patient's negative thoughts that are resulting in emotional responses such as depression and anxiety (Milenberger, 2008). Therapists will then try to restructure the patient's way of thinking by replacing the individual's irrational self-talk with a more accurate view. Instead of jumping to conclusions, over generalizing, or personalizing, the patient learns to see things more rationally. Aaron Beck concluded that the themes and thought processes of individuals separate those who are depressed and those who are not depressed. The differences are seen in considering the causes and origin of individuals' depression. According to Beck's theory, depressed people are depressed because they originally had a negative self the schema (Dozois et al., 2009). A negative self-schema is basically where individuals have a negative understanding of themselves. The schema is supposed to stay dormant until the individual experiences a really bad life circumstance. An officer losing a partner or being involved in a shooting could be just the life circumstance needed for the issue to surface. When the schema finally surfaces, the content as well as the thought process can become negative. Fortunately, research has shown that cognitive therapy can transform the way individuals perceive themselves. Because of this, it is considered by some to be the psychological treatment of choice for depression (Dozois et al., 2009). Some tests have even shown that cognitive therapy has a lower rate of relapse than the medications used for depression. For officers dealing with depression and negative thoughts, cognitive therapy could be a great option (Dozois et al., 2009).

Stress-Cognitive Behavioural Therapy

Dealing with the stress itself is just as important if not more important than dealing with the results of stress. Of the various treatments for dealing with stress, psychologists deem cognitive behavioural therapy to be one of the most efficient. Cognitive behavioral therapy is considered to be a better solution to stress than both organizational intervention programs and the previously mentioned relaxation techniques. When combined with muscle relaxation techniques such as Yoga, cognitive behavioural therapy has shown to be even more effective than on its own. (Granath, Ingvarsson, Lundberg, & von Thiele, 2006).

Decreasing organizational stress

Many therapies are designed to deal just with intrapersonal stress. As previously mentioned, there is no way to totally remove the actual intrapersonal stressors of law enforcement. Fortunately for officers, there are ways of preventing organizational stress at its root. Prevention of organizational stress mainly rests on the administration. Administrators must consciously put forth effort to improve organizational communication, teamwork, and decentralize the authority within management (Stinchcomb, 2004). The added communication and teamwork will give officers a better idea of what is expected of them and can help decrease unneeded organizational stress. By decentralizing the management, officers feel as if they are a vital part of the law enforcement work group (Stinchcomb). To increase communication and teamwork, administrators can use positive reinforcement. By adding administrative ride-along, administrators can actively see what is going on with the officers who are out on the streets. The administrators should use the added face time to improve and increase communication as well as find better ways to increase teamwork. Also, adding

meetings to discuss department decisions can help with decentralization (Miltenberger, 2008). In the end, organizational stress will be reduced.

Law enforcement job stress does not have to simply be ignored. Law enforcement officers can meet stress head on. As discussed previously, research has shown that stress and stress related issues can be managed through behaviour modification. Various forms of behaviour modification can be beneficial in dealing with posttraumatic stress disorder, negative thoughts and even stress it. Although law enforcement officers may be hesitant to consider behaviour modification techniques, research has shown that behaviour modification works (Miltenberger, 2008).

On the basis of review of research literature presented in the earlier chapter and the findings of above mentioned researches, following objectives were established.

Objectives of the Study:

1. To assess the effects of work stress on personality of police personnel.
2. To assess the effects of occupational stress on police personnel
3. To study relation between stress and personality of police personnel.

CHAPTER 2 METHODOLOGY

Objectives of the Study

1. To assess the effects of work stress on personality of police personnel.
2. To assess the effects of occupational stress on police personnel
3. To study relation between stress and personality of police personnel.

Sample

Sampling- Participants for the study were selected through descriptive purposive sampling method of age group between 25 - 50 years. Total sample consisted of 100 male police personnel.

Criteria for selecting sample

Inclusion criteria

1. Only Police Personnel were included in the study.
2. Police personnel knowing hindi and gujrati languages.
3. Police personnel who gave consent.
4. Police personnel rank ranging from constable to DySP

Exclusion Criteria

1. Participant who were not police personnel.
2. Police personnel knowing English languages.
3. Police personnel above the rank DySP.

General Characteristics – below mentioned are the description about the participants. The sample consisted of 100 male Police personnel. The participants were explained about the study and they were ready to take part in the study.

Tools

Work Stress inventory Scale: (Powell, 2009):

The work stress inventory was adapted from the Mental Health Handbook © T Powell (Health and Safety Executive, 2009) and translated into Gujarati language before administration to the test sample. The inventory consists of three major dimensions: Sources of work stress, Coping strategies and Effects of work stress.

A. Sources of work stress, there are seven areas of work that can have a negative impact on employee health if not properly managed: *Quantity/Quality* – demands, workload, work pattern and environment. *Role issues* – understanding your role within the organization, no role conflict. Level of *Responsibility/authority* – control over the way you do your work. *Social/relationships* – promoting positive working relationships to avoid conflict and dealing with unacceptable behaviour. *Job satisfaction* – encouragement, support and resources provided. *Organizational issues* – how organizational change (small and large) is managed and communicated. *Domestic effects* – work life balance and effects on home life.

Sources of Stress (1-56) sentences: Following dimensions are used in this they are as follows:

1. Quantity/ Quality.
2. Role issues
3. Responsibility authority
4. Social relationships
5. Job Satisfaction
6. Organizational issues
7. Domestic effects

To check the work stress of subject, here work stress scale was developed T. Powell 2009 was used. Total 56 sentences are held in this Scale 28 Sentences are positive and 18 sentences are negative. The validity of this scale was determined by computing co-efficient of correlation between scales on the occupation stress index and the scale measures of job attitude and job behaviours. The reliability of the scale was established by applying to split - half method.

B. Coping strategies

Coping Strategies included seven areas of coping: *Assertiveness, Social support, Self-organization, Rationality, Hobbies/leisure, Self-care, Maladaptive/unhelpful* – avoidance, drinking alcohol etc.

Ways of Coping (1-28) sentences: Following dimensions are used in this they are as follows:

1. Assertiveness
2. Social Support
3. Self organization
4. Rationality
5. Hobbies
6. Self care
7. Maladaptive

The Sources of Work Stress Inventory (SWSI) helps professionals determine general levels of occupational stress and identifies possible key sources of stress. These sources of stress in work environments can then be isolated in order to address them.

The SWSI can contribute to organisational diagnosis and provides an additional evaluation in terms of organisational climate. The SWSI can be used within the context of a comprehensive organisational evaluation, or as part of a structured employee wellness programme.

C. Effects of stress on the individual included four major areas: *Mental, Physical, Emotional and Behavioural*. All the three major dimensions were assessed on a five-point Likert scale (0 = No Stress 5 = Much Stress), Effects of Stress was assessed (0 = Not true 3 = Sometimes true 5 = True) while Coping was assessed similarly on five point Likert Scale (0 =Never 3 = Sometimes 5 = True) while Coping was assessed similarly on a five point Likert Scale (0 =

Never 3 = Sometimes 5 = Frequent). The total items in the Work Stress Inventory cumulatively stood to be 108 items with four major dimensions.

1. Effects of Stress (1-24) sentences: Following dimensions are used in this they are as follows:
2. Emotional
3. Physical
4. Behavioural
5. Mental

Eysenck's Personality Questionnaire (EPQR-S)

EPQRH-S (Trayambak Tiwari, Anju L.Singh, Indramani L. Singh 2009) is a self-reported questionnaire. It was devised by the psychologists HansJürgen Eysenck and Sybil B. G. Eysenck. HansEysenck's theory is based primarily on physiology and genetics.

It has 48 items, 12 for each of the traits of neuroticism, extraversion, and psychoticism, and 12 for the lie scale. Each question has a binary response, 'yes' or 'no'. Each dichotomous item was scored 1 or 0, and each scale had a maximum possible score of 12 and minimum of zero. Following dimensions are used in this they are as follows:

1. Psychotism scale
2. Extraversion scale
3. Neurotism scale
4. Lie scale

Eysenck initially conceptualized personality as two biologically-based independent dimensions of temperament, *E* and *N*, measured on a continuum, but then extending this to include a third, *P*.

E - Extraversion/Introversion: Extraversion is characterized by being outgoing, talkative, high on positive affect (feeling good), and in need of external stimulation. According to Eysenck's arousal theory of extraversion, there is an optimal level of cortical arousal, and performance deteriorates as one becomes more or less aroused than this optimal level. Arousal can be measured by skin conductance, brain waves or sweating. At very low and very high levels of arousal, performance is low, but at a better mid-level of arousal, performance is maximized. Extraverts, according to Eysenck's theory, are chronically under-aroused and bored and are therefore in need of external stimulation to bring them UP to an optimal level of performance. About 16 percent of the populations tend to fall in this range. Introverts, on the other hand, (also about 16 percent of the population) are chronically over-aroused and jittery and are therefore in need of peace and quiet to bring them DOWN to an optimal level of performance. Most people (about 68 percent of the population) fall in the midrange of the extraversion/introversion continuum, an area referred to as ambiversion.

N - Neuroticism/Stability: Neuroticism or emotionality is characterized by high levels of negative affect such as depression and anxiety. Neuroticism, according to Eysenck's theory, is based on activation thresholds in the sympathetic nervous system or visceral brain. This is the part of the brain that is responsible for the fight-or-flight response in the face of danger. Activation can be measured by heart rate, blood pressure, cold hands, sweating and muscular

tension (especially in the forehead). Neurotic people — who have low activation thresholds, and unable to inhibit or control their emotional reactions, experience negative affect (fight-or-flight) in the face of very minor stressors — are easily nervous or upset. Emotionally stable people—, who have high activation thresholds and good emotional control, experience negative affect only in the face of very major stressors — are calm and collected under pressure.

The two dimensions or axes, extraversion-introversion and emotional stability-instability, define four quadrants. These are made up of:

1. Stable extraverts (sanguine qualities such as outgoing, talkative, responsive, easygoing, lively, carefree, leadership)
2. Unstable extraverts (choleric qualities such as touchy, restless, excitable, changeable, impulsive, irresponsible)
3. Stable introverts (phlegmatic qualities such as calm, even-tempered, reliable, controlled, peaceful, thoughtful, careful, passive)
4. Unstable introverts (melancholic qualities such as quiet, reserved, pessimistic, sober, rigid, anxious, moody)

Further research demonstrated the need for a third category of temperament:

P - Psychoticism/Socialisation: Psychoticism is associated not only with the liability to have a psychotic episode (or break with reality), but also with aggression. Psychotic behaviour is rooted in the characteristics of tough-mindedness, non-conformity, inconsideration, recklessness, hostility, anger and impulsiveness. The physiological basis suggested by Eysenck for psychoticism is testosterone, with higher levels of psychoticism associated with higher levels of testosterone.

The following table describes the traits that are associated with the three dimensions in Eysenck's model of personality:

Psychoticism	Extraversion	Neuroticism
Aggressive	Sociable	Anxious
Assertive	Irresponsible	Depressed
Egocentric	Dominant	Guilt Feelings
Unsympathetic	Lack of reflection	Low self-esteem
Manipulative	Sensation-seeking	Tense
Achievement-oriented	Impulsive	Moody
Dogmatic	Risk-taking	Hypochondriac
Masculine	Expressive	Lack of autonomy
Tough-minded	Active	Obsessive

L - Lie/Social Desirability: Although the first 3 scales were predicted upon a biologically based theory of personality, the fourth scale has not been theoretically specified to the same

extent, but it was considered to be conceptually strong to the extent that it would demonstrate the same degree of measurement similarity across cultures.

Stress Detector

Stress is your body's way of responding to any kind of demand or threat. When you sense danger—whether it's real or imagined—the body's defences kick into high gear in a rapid, automatic process known as the “fight-or-flight” reaction, or the *stress response*.

When you feel threatened, your nervous system responds by releasing a flood of stress hormones, including adrenaline and cortisol, which rouse the body for emergency action. Your heart pounds faster, muscles tighten, blood pressure rises, breath quickens, and your senses become sharper. These physical changes increase your strength and stamina, speed your reaction time, and enhance your focus—preparing you to either fight or flee from the danger at hand.

Signs and symptoms of stress overload

The most dangerous thing about stress is how easily it can creep up on you. You get used to it. It starts to feel familiar - even normal. You don't notice how much it's affecting you, even as it takes a heavy toll. That's why it's important to be aware of the common warning signs and symptoms of stress overload.

Cognitive symptoms

Memory problems, Inability to concentrate, Poor judgment, Seeing only the negative, Anxious or racing thoughts, Constant worrying

Emotional symptoms

Depression or general unhappiness, Anxiety and agitation, Moodiness, irritability, or anger, Feeling overwhelmed, Loneliness and isolation, Other mental or emotional health problems

Physical symptoms

Aches and pains, Diarrhea or constipation, Nausea, dizziness, Chest pain, rapid heart rate, Loss of sex drive and Frequent colds or flu

Behavioural symptoms

Eating more or less, Sleeping too much or too little, Withdrawing from others, Procrastinating or neglecting responsibilities, Using alcohol, cigarettes, or drugs to relax and Nervous habits (e.g. nail biting, pacing)

Causes of stress

The situations and pressures that cause stress are known as stressors. We usually think of stressors as being negative, such as an exhausting work schedule or a rocky relationship. However, anything that puts high demands on you can be stressful. This includes positive events such as getting married, buying a house, going to college, or receiving a promotion.

Of course, not all stress is caused by external factors. Stress can also be internal or self-generated, when you worry excessively about something that may or may not happen, or have irrational, pessimistic thoughts about life.

Finally, what causes stress depends, at least in part, on your perception of it. Something that's stressful to you may not faze someone else; they may even enjoy it. For example, your morning commute may make you anxious and tense because you worry that traffic will make you late. Others, however, may find the trip relaxing because they allow more than enough time and enjoy listening to music while they drive.

Common external causes of stress

Major life changes, Work or school, Relationship difficulties, Financial problems, Being too busy, Children and family

Common internal causes of stress

Pessimism, Inability to accept uncertainty, rigid thinking, lack of flexibility, Negative self-talk, Unrealistic expectations / perfectionism, All-or-nothing attitude.

The representative total study sample (N=180 , Distributed, N=100 Respondant) was drawn from various sectors of Gandhinagar Metropolitan city of Gujarat state. Data collection was carried out on-site at the different police stations for each shift change(i.e., dayshift, evening shift, and overnight shift) . The subject in this study completed the survey while at the police station. The researcher administered and collected all data at all sites, once per shift. The police officers voluntary completed the survey without compensation. Following a brief description of the study, the researcher reviewed the informed consent with the participants. After completing a brief demographic questionnaire, police personnel's completed the work stress inventory, EPQR-S and Stress Detector questionnaires. Completion of the measures took approximately 30- 40 minutes. Officers who were unable to complete the instruments at the time of data collection returned them at a later time to the liaison in a sealed envelope, who forwarded them to the researcher within three to four days.

Work-life balance, stress (sources of stress, effects of stress and stress detector), EPQR-S and coping strategies (ways of coping) will significantly contribute to predict the job satisfaction among police personnel.

This tool was used to measure job stress, its effect on personality, coping and shift work tolerance for police officers and how they dealt with their stress. The specific design is the cross- sectional design, whereby a sample was drawn from the representative population. This design can be used also to assess interrelationships among variables within a population. This design is ideally suited when the aim of the study is descriptive and predictive in nature.

Participants

Only volunteer police personnel were selected for the present purpose. According to the purpose of present research only 100 volunteer Police Personnel were selected from

Gandhinagar city for the Present Purpose. In this 100 Police Personnel, there were superintendent of police, inspectors, sub-inspectors, assistant sub inspectors & Head constables. A Notice was circulated in the various Police Stations and requested to give their real information in the questionnaire.

Procedure

For carrying out the data collection, samples were selected random only from the available population in the Gandhinagar metro-Politian city area police stations according to their availability and ease. Before reaching out for the target sample, due permission was taken from senior police personnel's of the police station disclosing the research them and ideas for the current studies. After this an appointment was made with three police station in the city, in different days and time extended over 15 days periods of data collection phase. All the three police station personnel cop prated in distributing the study items questionnaires with the help of superior's and liaison officers. The senior of each police station was in charge of delegating questionnaires during roll call or when the subordinates had free time while serving at the police station. After a brief introduction regarding the research purpose and investigation, the police personnel's voluntarily filed up the questionnaires without any inter-competition or monetary compensation. As estimated before hand by researchers, the questionnaires took about 40-45 minutes before completion. Total questionnaires distributed and samples collected for this study stood to be 180 police personnel's. However, 100 questionnaires were reverted back and out of those 100 sample data accounted for the representative final data set. Twenty data were found to be missing some or major portion of question in the distributed questionnaires. On enquiry, it was reported that the participants didn't want to answer such questions due to some personnel reasons or otherwise. Once the questionnaires were returned back by the participants, it was ensured to the police participants that their anonymity and privacy will be kept firm and this final result would not disclosure any individuals.

The testing was done on a group of sample (police personnel). The whole procedure of fill the questionnaire was explained to them fully and clearly. The instructions given on the questionnaire were explained to them. It was also made clear to them that their scores would be kept secret. It was checked that none of the subjects left any questions unanswered or that no subject encircled both the answers given against a question. They should completely fill their details properly and clearly. Their questionnaire are be filled in the presence of researcher.

Research Design

The aim of present research was to study of work stress and effect on their personality among different ranks of police personnel . Here work stress inventory scale, stress detector and EPQR-S questionnaire was used in this research. Here correlation is found between different scales.

Analysis

All statistical analysis was performed using the SPSS Statistics 20.0 (license IBM, 2015) for both descriptive statistics and inferential statistics. Descriptive statistics were presented as mean(m) and standard deviation(sd) for continuous variables. Pearson product-moment correlation coefficients were used to specify the relationships between the variables. The level of statistical significance was set as $p < 0.05$ and $p < 0.01$.

CHAPTER 3

RESULTS AND DISCUSSION

The aim of present study was conducted to examine the effect of job stress and on the personality of Police Officers. Here work stress inventory, stress detector and EPQR-S questionnaire are used in this research. Here correlation method is used. Discussion of present research is as under:

Table No.1: Showing Mean and Standard Deviation

	Std. Deviation	Mean
SSD1: Quality/ Quantity	12.7800	8.87236
SSD2: Role Issues	12.5400	9.23369
SSD3: Responsibility Authority	12.8100	8.12863
SSD4: Social Relationships	12.9700	7.76219
SSD5: Job Satisfaction	12.8700	8.39992
SSD6: Organizational Issues	12.4800	7.87462
SSD7: Domestic Effects	13.7600	7.99004
WCD1: Assertiveness	6.9800	4.64275
WCD2: Social Support	9.7900	4.13484
WCD3: Self Organization	10.6700	4.85768
WCD4: Rationality	9.8800	4.89749
WCD5: Hobbies	9.5100	4.46195
WCD6: Self-Care	9.5800	5.10927
WCD7: Maladaptive	7.7400	5.40411
ESD1: Emotional	9.9700	6.01254
ESD2: Physical	7.6800	6.61629
ESD3: Behavioural	8.2000	6.12826
ESD4: Mental	9.7700	6.41157
EPQ1: Neuroticism	5.2400	3.13378
EPQ2: Psychoticism	5.0200	2.66280
EPQ3: Extraversion	7.6100	2.58939
EPQ4: Lie- Score	7.5900	2.93049

The above table 1 shows the mean score and standard deviation of different scales. The table shows that in the Sources of stress the dimension Organizational issues (SSD6) has lower standard deviation (12.48) while the dimension i.e., Role issues (SSD2) has higher mean score (9.233) among the dimensions of Sources of stress. In Ways of coping the dimension Assertiveness (WCD1) has lowest standard deviation (6.98) while the dimension Maladaptive (WCD7) has higher mean scores (5.404). In Effects of Stress the dimension Physical (ESD2) has lower standard deviation score (7.68) and higher mean score (6.616). In personality dimensions standard deviation of Psychoticism (EPQ2) is low (5.02) and mean score of Neuroticism (EPQ1) is high (3.133).

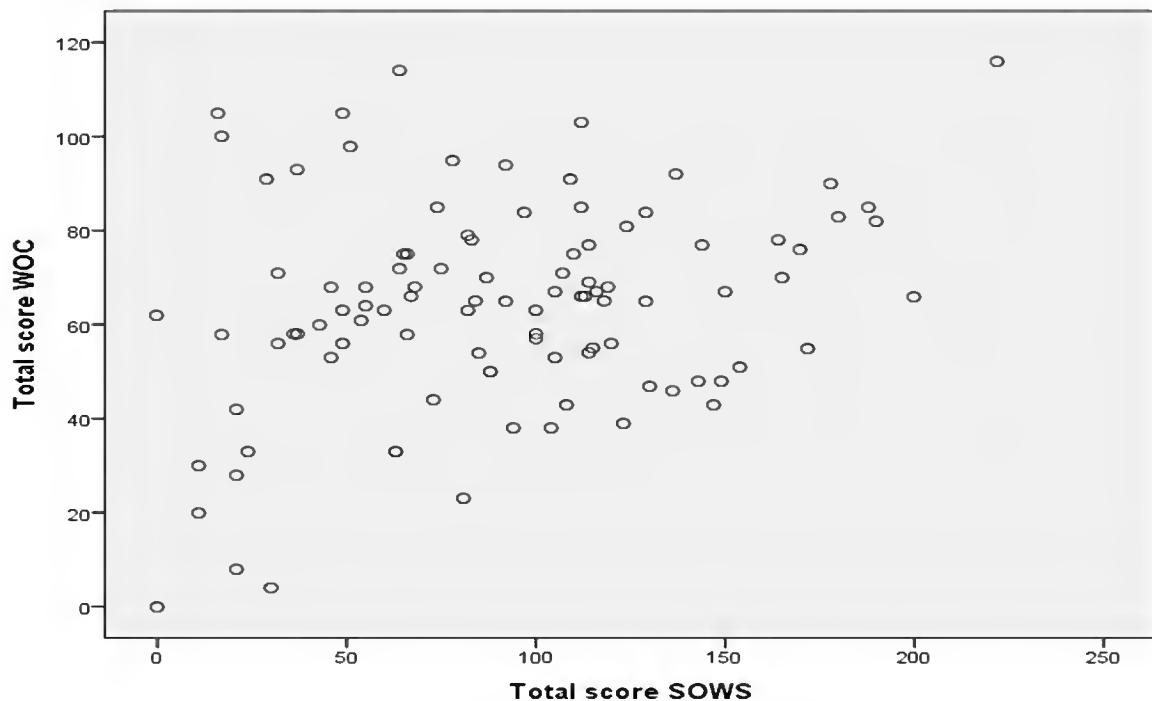
Table 2: Correlation table depicting significant Pearson 'r' values for total sources of stress and ways of coping among police personnel (N=100).

	WCD1 Assertiveness	WCD2 Social Support	WCD3 Self- Organization	WCD4 Rationality	WCD5 Hobbies	WCD6 Self- Care	WCD7 Maladaptive
SSD1 Quality/ Quantity	0.213	.229*	.229*	.135	.183	-.010	-.010
SSD2 Role Issues	0.313	.334**	.334**	.170	.281**	.063	.063
SSD3 Responsibility Authority	0.256	.246*	.246*	.100	.249*	.074	.074
SSD4 Social- Relationships	0.259	.195	.195	.115	.140	.024	.024
SSD5 Job Satisfaction	0.335	.145	.145	.070	.164	-.082	-.082
SSD6 Organizational Issues	0.347	.155	.155	.104	.179	-.044	-.044
SSD7 Domestic Effects	0.446	.397**	.397**	.208*	.283**	.090	.090

**Correlation is significant at the 0.01 level (2 tailed)

*Correlation is significant at the 0.05 level (2 tailed)

Graph 1: The relationship between Stress and Personality depicted in the Form of a Scatter Plot.



Graph 1 depicts the relationship between Effects of Stress and sources of work stress in the form of a scatter plot. In this graph, most of the values are scattered in the center between 100 and 150

Table no.3 Correlation between Ways of Coping and Effect of Stress

	ESD1 Emotional	ESD2 Physical	ESD3 Behavioural	ESD4 Mental
WCD1 Assertiveness	.447**	.406**	.300**	.341**
WCD2 Social Support	.131	.125	.093	.074
WCD3 Self-Organization	.066	-.002	-.025	-.004
WCD4 Rationality	.243*	.063	-.052	.072
WCD5 Hobbies	-.018	-.004	-.133	-.119
WCD6 Self- Care	.025	.099	-.057	.028
WCD7 Maladaptive	.473**	.468**	.347**	.211*

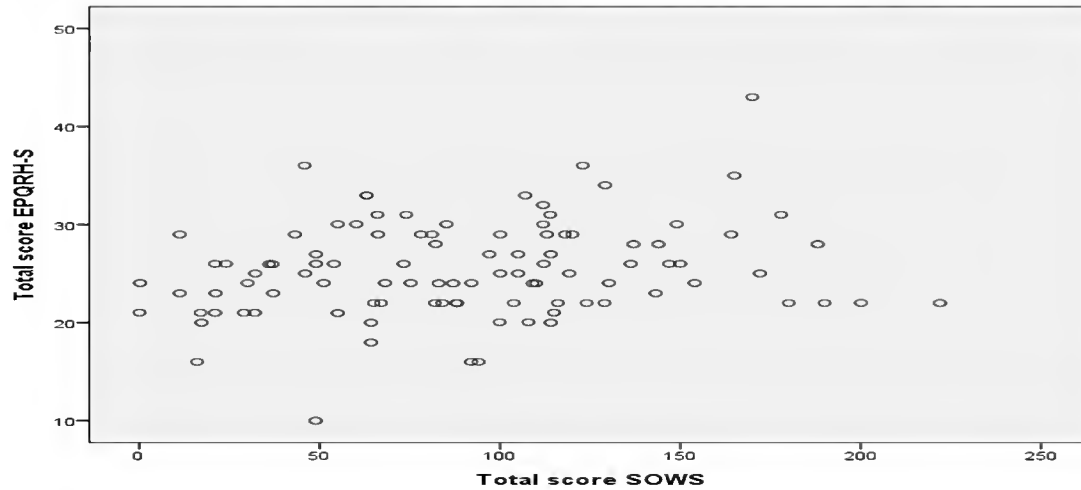
****Correlation is significant at the 0.01 level (2 tailed)**

***Correlation is significant at the 0.05 level (2 tailed)**

Table 3: Correlation table depicting significant Pearson 'r' values for total sources of stress and ways of coping among police personnel (N=100).

The Pearson correlation "r" in Table 4 indicates that Sources of stress was found to be negatively correlated to Personality ($r = -.325$, $p < 0.001$) and Cognitive Appraisal ($r = -.273$, $p < 0.01$). On similar account Effects of Stress was negatively correlated to Cognitive Appraisal ($r = -.280$, $p < 0.05$) but positively correlated to Sources of Work stress ($r = .579$, $p < 0.01$). It is clearly depicted in the table that Aggression was positively correlated to Sources of Work Stress ($r = .330$, $p < 0.05$) and Effects of Stress ($r = .248$, $p < 0.01$). Among the demographic attributes, age was positively correlated with Cognitive Appraisal ($r = .332$, $p < 0.01$) construct. Further it is clearly visible from the above table that length of service was found to be positively correlated with Cognitive Appraisal ($r = .255$, $p < 0.05$) dimension and also with the demographic variable age ($r = .883$, $p < 0.01$).

Graph 2: The relationship between Ways of Coping and Effect of Stress depicted in the form of a scatter plot.



Graph 2 depicts the relationship between Ways of coping and Effects of Stress and Cognitive Appraisal in the form of a scatter graph. In this graph most of the values were scattered between 50 and 100.

The Pearson correlation “*r*” in Table 4 indicates that Sources of stress was found to be negatively correlated to Personality ($r = -.325$, $p < 0.001$) and Cognitive Appraisal ($r = -.273$, $p < 0.01$). On similar account Effects of Stress was negatively correlated to Cognitive Appraisal ($r = -.280$, $p < 0.05$) but positively correlated to Sources of Work stress ($r = .579$, $p < 0.01$). It is clearly depicted in the table that Aggression was positively correlated to Sources of Work Stress ($r = .330$, $p < 0.05$) and Effects of Stress ($r = .248$, $p < 0.01$). Among the demographic attributes, age was positively correlated with Cognitive Appraisal ($r = .332$, $p < 0.01$) construct. Further it is clearly visible from the above table that length of service was found to be positively correlated with Cognitive Appraisal ($r = .255$, $p < 0.05$) dimension and also with the demographic variable age ($r = .883$, $p < 0.01$).

Table No. 4 Correlation between EPQR-S and Sources of Stress (SSD)

	SSD1 Quality/ Quantity	SSD2 Role Issues	SSD3 Responsibility Authority	SSD4 Social- Relationships	SSD5 Job Satisfaction	SSD6 Organizational Issues	SSD7 Domestic Effects
EPQ1 Neuroticism	.221	.164	.122	.257	.340	.356	.301
EPQ2 Psychoticism	-.084	-.156	-.035	.181	.160	.098	-.024
EPQ3 Extraversion	.005	.000	.116	.111	.020	.048	.004
EPQ4 Lie Score	.055	.111	.178	-.025	-.157	-.147	-.103

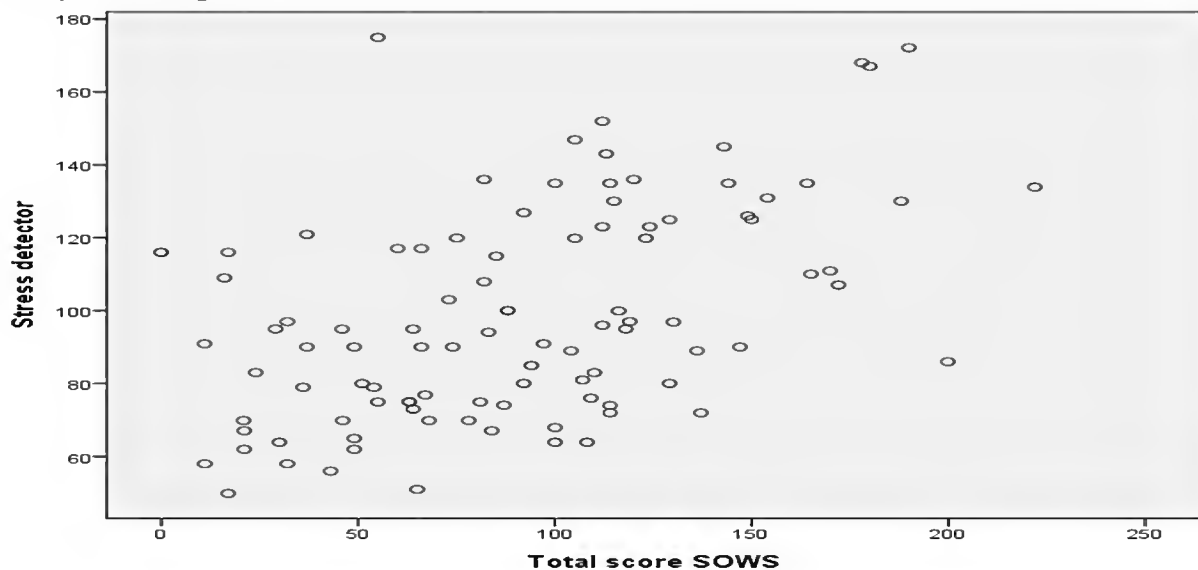
****Correlation is significant at the 0.01 level (2 tailed)**

***Correlation is significant at the 0.05 level (2 tailed)**

Table 4: Correlation table depicting significant Pearson ‘r’ values for total sources of stress and ways of coping among police personnel (N=100).

The Pearson correlation “r” in Table 4 indicates that Sources of stress was found to be negatively correlated to Personality ($r=-.325$, $p<0.001$) and Cognitive Appraisal ($r=-.273$, $p<0.01$). On similar account Effects of Stress was negatively correlated to Cognitive Appraisal ($r=-.280$, $p<0.05$) but positively correlated to Sources of Work stress ($r=.579$, $p<0.01$). It is clearly depicted in the table that Aggression was positively correlated to Sources of Work Stress ($r=.330$, $p<0.05$) and Effects of Stress ($r=.248$, $p<0.01$). Among the demographic attributes, age was positively correlated with Cognitive Appraisal ($r=.332$, $p<0.01$) construct. Further it is clearly visible from the above table that length of service was found to be positively correlated with Cognitive Appraisal ($r=.255$, $p<0.05$) dimension and also with the demographic variable age ($r=.883$, $p<0.01$).

Graph 3: The relationship between EPQR-S And Sources Of Stress (SSD) depicted in the form of a scatter plot



Graph 3 depicts the relationship between Stress and Sources of Work Stress in the form of a scatter plot. Most of the values were found to be scattered between 0 and 100 (Sources of Work Stress).

The research findings are presented in sequence complying with the above described variables. Afterwards, an analysis of correlation for any causal effect was carried out.

LIMITATIONS

This research endeavour had some limitation. First, the sample size is a local sample rather than a state-wide sample and thus the results are only comparable to police officers in the north western part of Gujarat and therefore not applicable to all police officers in the state or country. Second, because policing is unique occupation and is also portrayed as a tough guy like job, the questions probing about different aspects of the job such as peer and administration support and the shift work tolerance may have led respondents to answer in a

manner that fits this overall image. Last, the majority of the questionnaire was filled by male police personnel in the police station.

IMPLICATION AND FUTURE DIRECTIONS

Despite the limitation of the research body, two specific findings from the current study stand out as suggested avenues for future research and possibly for the development of prevention strategies. One is the finding that past experiences trauma, illness, or injury are related to an increase in perceived stress levels. The implication is the stress can have a cumulative effect and repeated experiences of stress do not necessarily increase hardness. Additional research to better understand the source versus the effect of stress is certainly warranted. Further, organizations interested in stress prevention should acknowledge and expect that stress does not only occur as the result of exposure to especially traumatic events, but can build up over time as a result of repeated experience, none of which may be “crisis” events in and of themselves, like for instance shift work intolerance. A second finding of particular interest is that increased levels of social support are consistently related to decreased levels of perceived stress, regardless levels of social support are consistently related to decreased levels of perceived stress, regardless of the source of support. Thus, stress management programs may do well to help officers consider the cultivation of strong social support network regardless of material status or work-group cohesion.

This research indicates that more work needs to be done in police stress research even though a plethora of research already exists. Because policing is one of the most stressful occupation, more research is needed in gaining a better understanding behind the factors of stress and how police officers can better cope with job stress, which positive avenues can be used in dealing with the various elements in policing. Even though this thesis only included positive ways to deal with stress, future research should probe police officers negative methods when dealing with stress such as alcohol or other vices. However, negative coping methods would be difficult to probe because many officers may avoid sensitive questions. That is, many officers might not answer or answer accurately questions about negative behaviours such as how excessively they drink alcohol or if they resort to drugs. Future studies with the complete sample should take into account differences in the length of time individual officers were at risk for mortality, duration of shift work, and other demographic or lifestyle factors that may be important to consider for developing a theoretical and empirical background in policing.

CHAPTER 4

CONCLUSION

The research aimed to study the relation between stress and personality of police personnel. It was found that the stress level of police personal of different designations is very high which has an effect on personality of police personnel. It was found that the work stress of police personnel is very high. It was also found that there is positive correlation between the level of stress and personality of police personnel.

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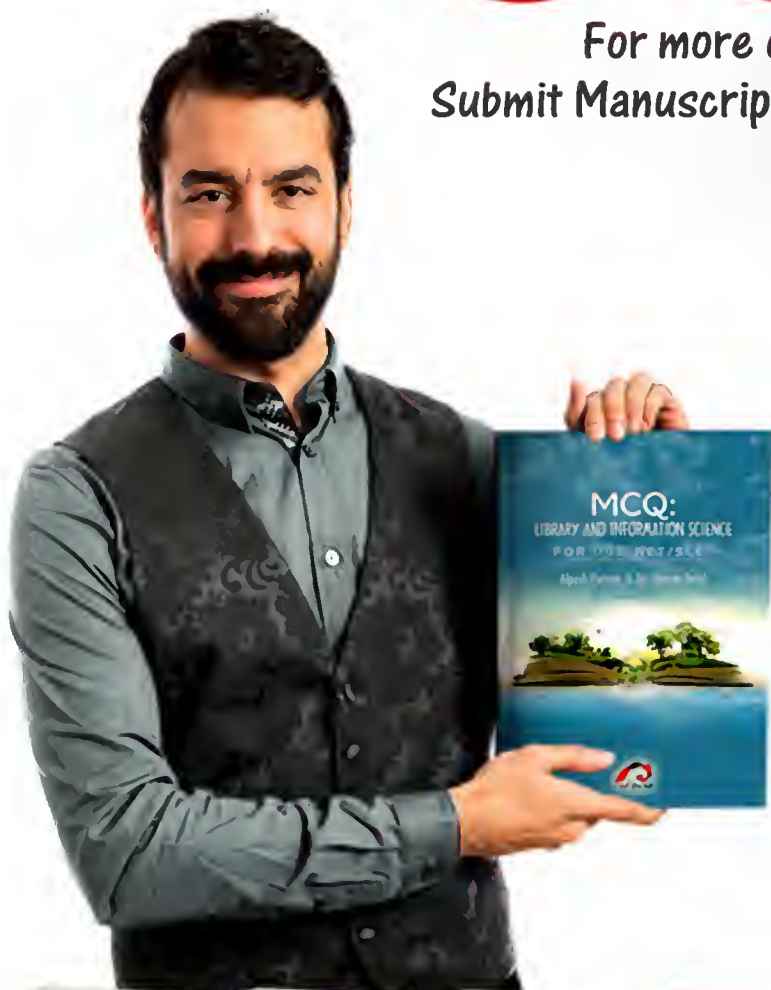
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